

## Job Description

General Details	
Job title:	Test Analyst (DS17/21)
Faculty/School/Service:	Digital Services
Normal Workbase:	Stoke-on-Trent Campus
Tenure:	Permanent
Hours/FTE:	37 hours per week
Grade/Salary:	5
Date Prepared:	10/11/16

Job Purpose
Responsible for the design, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. Testing includes the process of engineering, using and maintaining testware (test cases, test scripts, test reports, test plans, etc.) to measure and improve the quality of systems and applications deployment.

Relationships
Reporting to: Test Lead
Responsible for: N/A

SFIPlus Alignment
Core Skills: Testing Level 3; Conformance review Level 3

SFIPlus Core Level Definition Level 3 : Apply
<p><b>Autonomy</b> Works under general direction. Uses discretion in identifying and responding to complex issues and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.</p> <p><b>Influence</b> Interacts with and influences colleagues. Has working level contact with customers, suppliers and partners. May supervise others or make decisions which impact the work assigned to individuals or phases of projects.</p> <p><b>Complexity</b> Performs a range of work, sometimes complex and non routine, in a variety of environments. Applies methodical approach to issue definition and resolution.</p>

**Business Skills**

Demonstrates an analytical and systematic approach to issue resolution. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures. Appreciates the wider business context, and how own role relates to other roles and to the business of the employer or client.

**Main Activities**

Reviews requirements and specifications, and defines test conditions.

Analyses test requirements, designs and builds simple test case suites, test scripts, and test procedures, with expected results.

Interprets and executes sets of moderately complex test scripts using agreed methods and standards, recording and reporting outcomes.

Checks test results, and documents test failures and successes compared with pre-determined criteria, in accordance with agreed standards.

Analyses and reports test results to supervisor and/or other colleagues in a clear and concise manner. Identifies and reports issues and risks associated with own work.

Uses normal operating facilities, test scripts, diagnostic tools, technical manuals and systems documentation to identify, diagnose and report on basic system errors.

Prioritises sets of tests in order to carry out those most important within a limited timebox.

Records explicit details of failing test cases, such that delivery teams can understand and reproduce issues found

Collects and collates evidence as part of formally conducted and planned reviews of information and communications technology applications.

Examines records as part of specified testing strategies for evidence of conformance with management directives, or the identification of abnormal occurrences.

Compares records with expectations arising from the standards governing the work.

Perform Quality Assurance and Testing in an environment of continuous integration practices.

Build useful, robust, automated testing suites, as well as preview and staging areas, in order to support a continuous deployment environment.

Engage in exploratory testing of partially-completed functionality, understand what is a defect and what has not been implemented yet, and provide constructive feedback to developers.

Perform accessibility testing to make sure a product or service is easy to use for users with a range of disabilities. Be familiar with a range of assistive technologies, and use a variety of accessibility testing methods such as screening, code review and user testing.

Carry out performance tests to ensure that the service remains stable and responsive at more than the projected volumes of traffic. Consider and test (where applicable) the software running on the site as well as the networks, proxies and caches involved in serving traffic over the internet.

Undertake operational acceptance tests, such as checking backup/restore facilities, disaster recovery procedures and the arrangements for performing maintenance tasks before releasing your software.

Test for cross-browser and cross-device compatibility, to ensure that the product is accessible to the widest possible number of users.

### **Special Conditions**

The role holder will be required to travel between sites from time to time in a cost effective manner, which may be through the use of a car.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

### **Variation to Job Description**

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### **Conditions of Service**

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

### **Application Procedure**

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

## Person Specification

**Job Title:** Test Analyst (DS17/19)

**School/Service:** Digital Services

*The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.*

No	Selection Criteria Description	Essential [E] Desirable [D]	Assessed By (A/I)
1	<b>Operational/Service Architecture.</b> Knowledge of the IT/IS infrastructure (hardware, databases, public/private cloud, operating systems, intelligent SAN, *aaS, middleware/SOA, local area networks, Lan, Wlan, Wi-Fi etc) and the IT applications and service processes used within own organisation, including those associated with sustainability and efficiency including virtualisation, re-use/sharing, and closed loop strategies.	E	A/I
2	<b>Quality Assurance and Testing - Testing architecture.</b> Understanding of system architecture at a high level e.g. concepts such as application servers, databases, middleware, web services.	E	A/I
3	<b>Document Management Techniques.</b> Applies methods and techniques for the organisation, storage and version control of information in both paper and electronic formats to provide assurance and rigour to testing process and environment.	E	A/I
4	<b>Attention to Detail.</b> The ability to apply appropriate quality standards to all tasks undertaken and ensuring that nothing is overlooked.	E	A/I
5	<b>Project Management.</b> An understanding of the principles, methods, techniques and tools for the effective management of projects from initiation through to implementation.	E	A/I
6	<b>Customer Focus.</b> Self-motivated, well organised and positive approach to work with the ability to manage and prioritise a complex workload and experience of dealing with challenging and demanding customers; whilst understanding the needs of the internal or external customer needs/requirements and regularly checking with the customer when taking actions or making decisions.	E	A/I
7	<b>Interpersonal, written and verbal communication skills:</b> Effective negotiation and influencing skills with demonstrable strong facilitation skills, excellent interpersonal, written and verbal communication skills with the ability to translate often complex information into easy to understand messages for a range of audiences.	E	A/I
8	<b>Team Work:</b> Effective and committed team player able to work successfully with others and to build positive working relationships.	E	I
9	<b>Software Testing.</b> Significant understanding and experience in applying testing tools and techniques, including automated approaches, used to plan and execute software tests of all application components (functional and non-functional) to verify that the software satisfies specified requirements and to detect errors.	D	A/I
10	<b>Application Development Tools.</b> Knowledge and ability to use Software tools which automate or assist part of the development process. Examples: IDE (Integrated Development Environments), Eclipse, Visual Studio, Oracle Developer, Business Objects.	D	A/I

11	<b>Software Testing Tools.</b> Knowledge and experience of software tools which automate or assist any part of the testing process across the whole testing lifecycle.	D	A/I
12	<b>ITSQB – Certified Tester Foundation Level</b> <b>Or equivalent qualification or experience</b>	D	A

<b>*Key</b>	
[A] Application form	To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'
[I] Interview	To be assessed during the interview process including selection tests or presentation, as appropriate